

IN THE CLAIMS

Amend the claims as indicated below.

1 1. (currently amended) A method for providing real-time indication of
2 resource scheduling conflicts in a resource scheduling process comprising:
3 analyzing resource scheduling data including real-time detection of resource
4 conflicts, wherein resource conflicts include rule based conflicts and calendar based; ~~and~~
5 conveying unobtrusively to a user an indication that a resource conflict exists,
6 wherein conveying the indication of a resource conflict occurs concurrently with the
7 resource scheduling process; and
8 providing the user an option to allow the scheduling process to continue without
9 resolving the conflict.

1 2. (original) The method of claim 1, further comprising presenting to the
2 user, upon selection, a description of the resource conflict.

1 3. (original) The method of claim 1, wherein presenting includes providing
2 the user the choice to suppress the resource conflict.

1 4. (original) The method of claim 1. wherein presenting include providing
2 the user a potential resolution of the resource conflict.

1 5. (original) The method of claim 1, wherein the potential resolution further
2 comprises a hyperlink to a relevant portion of the resource scheduling process allowing
3 the resource conflict to be resolved.

1 6. (original) The method of claim 1, wherein the indication includes a
2 visual representation.

1 7. (currently amended) The method of claim 6, wherein the visual
2 representation includes using ~~the colors~~ to represent red for an unsuppressed resource

3 conflicts, including red to represent unsuppressed resource conflicts and yellow for a to
4 represent suppressed resource conflicts.

1 8. (currently amended) A system for providing real-time indication of
2 resource scheduling conflicts in a resource scheduling process, the system ~~comprising;~~
3 comprising:

4 a user interface receiving data from a user;

5 a processor coupled to the user interface, wherein the processor is capable of
6 executing instructions;

7 a display device coupled to the processor; and

8 a memory device coupled to the processor, the memory device storing the
9 instructions comprising,

10 a resource scheduling process, wherein the resource scheduling process
11 includes, analyzing agent data, analyzing scheduling criteria, and detecting resource
12 conflicts; and

13 an error identification process, wherein the error identification process is
14 concurrent with the resource scheduling process, and wherein descriptions of identified
15 resource conflicts and potential resolutions of the identified resource conflicts are
16 conveyed to the user concurrent with the resource scheduling process, and wherein the
17 resource scheduling process is configured such that completion of the scheduling process
18 is independent of resolution of any conflicts

19 ~~a memory device coupled to the processor, the memory device storing the~~
20 ~~instructions comprising a resource scheduling process, wherein the resource scheduling~~
21 ~~process analyzes agent data, scheduling criteria, and detects resource conflicts, an error~~
22 ~~identification process, wherein the error identification occurs concurrently with the~~
23 ~~resources scheduling process including presenting a description of the resource conflict~~
24 ~~and a potential solution to resolve the resource conflict.~~

1 9. (currently amended) The system of claim 8, wherein the potential
2 resolutions of the identified resource conflicts~~solution further comprises a~~include

3 ~~hyperlinks~~ hyperlink to relevant portions ~~a relevant portion~~ of the resource scheduling
4 process allowing the resource conflict to be resolved.

1 10. (original) The system of claim 8 wherein the real-time indication
2 includes a visual representation.

1 11. (currently amended) The system of claim 10 ~~8~~ wherein the visual
2 representation includes using a first color for an unsuppressed resource conflict and a
3 second color for a suppressed resource conflict.

1 12. (currently amended) A computer-readable medium containing executable
2 instructions which, when executed in a processing system, cause ~~causes~~ the system to:
3 analyze resource scheduling data via a resource scheduling process and detect a
4 ~~resource conflict~~, conflict;
5 convey unobtrusively to a user an indication that the resource conflict exists
6 concurrently with the ~~resources~~ resource scheduling process; and
7 present to the user, upon selecting the indication, a description of the resource
8 conflict and a potential solution to resolve the conflict, wherein the user may elect to
9 complete the resource scheduling process without resolving any conflicts.

1 13. (original) The computer-readable medium of claim 12, wherein the
2 executable instruction, when executed, further allow the user to suppress the resource
3 conflict wherein suppressing comprises allowing the resource scheduling process to
4 continue while the resource conflict persists.

1 14. (original) The computer-readable medium of claim 12, wherein the
2 executable instruction, when executed, present a hyperlink to a relevant portion of the
3 resource scheduling process where the resource conflict is resolved.

1 15. (original) The computer-readable medium of claim 12, wherein the
2 indication includes a visual representation.

1 16. (currently amended) The computer-readable medium of claim 15,
2 wherein visual representation includes using a first color for an unsuppressed resource
3 conflict and a second color for a suppressed resource conflict.

1 17. (currently amended) A system for providing real-time identification of
2 resource scheduling conflicts, the system comprising:
3 at least one server comprising at least one storage device storing executable
4 instructions;
5 at least one client processor coupled to the server through a network, ~~wherein the~~
6 ~~processor is coupled to at least one storage device, the storage device storing~~
7 ~~instructions, that, wherein the instruction, when executed, cause the when executed,~~
8 ~~causes~~ at least one client processor to,
9 analyze agent data and scheduling criteria to detect a resource conflict;
10 concurrently convey an identification of the resource conflict;
11 present, upon selection, a description of the resource conflict; ~~and~~
12 present a potential solution to resolve the resource conflict; and
13 generate a resource schedule in the presence of unresolved conflicts.

1 18. (currently amended) The system of claim 17, wherein the instructions
2 ~~includes~~ include providing the user the choice to suppress the resource conflict.

1 19. (currently amended) The system of claim 17, wherein the potential
2 solution ~~further~~ comprises a hyperlink to a relevant portion of the resource scheduling
3 process allowing the resource conflict to be resolved.

1 20. (original) The system of claim 17, wherein the indication include a visual
2 representation.

1 21. (original) The system of claim 20, wherein the visual representation
2 includes using a first color for an unsuppressed conflict and a second color for a
3 suppressed conflict.

1 22. (currently amended) A method for providing real-time identification of
2 resource scheduling conflicts,~~in~~ in a resource scheduling process comprising:
3 analyzing resource scheduling data via a resource scheduling process including
4 ~~real-time~~ real-time detection of resource conflicts;
5 conveying unobtrusively to a user a visual indication that the resource conflict
6 exists, wherein conveying the indication occurs concurrently with the resource
7 scheduling process;
8 allowing the user to suppress the resource conflict, wherein the visual indication
9 of the resource conflict uses a first color for unsuppressed resource conflicts and a
10 second color for suppressed resource conflicts, and wherein suppression of the resource
11 conflict allows the resource scheduling process to complete with an unresolved conflict;
12 presenting to the user a description of the resource conflict and a potential
13 solution to resolve the resource conflict, wherein the potential solution includes a
14 hyperlink to a relevant portion of the resource scheduling process allowing the resource
15 scheduling conflict to be resolved.

1 23. (currently amended) A method for providing real-time identifications of
2 resource scheduling conflicts comprising:
3 analyzing resource scheduling data including real-time detection of resource
4 conflicts;
5 conveying unobtrusively to a user an indication that a resource conflict exists,
6 wherein the conveying of the indication of the resource conflict occurs concurrently with
7 the resource scheduling process and wherein the indication of a resource conflict
8 includes identifying at least one resource associated with the resource conflict; and
9 presenting to the user a description of the resource conflict and a potential
10 resolution of the resource conflict, wherein the potential solution includes a hyperlink to
11 a relevant portion of the resource scheduling process allowing the resource scheduling
12 conflict to be resolved.

1 24. (original) The method of claim 23, wherein presenting includes
2 providing the user a choice to suppress the resource conflict.

1 25. (currently amended) The method of claim 23, wherein presenting
2 includes providing the user a choice of viewing the description of the resource
3 ~~conflicts~~conflicts.

1 26. (original) The method of claim 23, wherein the potential solution further
2 comprises a hyperlink to a relevant portion of the resource scheduling process allowing
3 the resource scheduling conflict to be resolved.

1 27. (original) The method of claim 23, wherein conveying an indication
2 includes a visual representation.

1 28. (currently amended) The method of claim 27, wherein the visual
2 representation includes a first color for an unsuppressed resource ~~conflict~~conflict and a
3 second color for a suppressed resource ~~conflicts~~conflicts.

1 29. (currently amended) The method of claim 23, wherein the resource
2 conflicts include conflict of multiple ~~are of~~ different types, and wherein identifying
3 includes indicating a type of a resource conflict.

1 30. (currently amended) The method of claim 29, wherein the multiple
2 ~~different~~ various types include a rule-based conflict and a calendar based conflict.

1 31. (currently amended) The method of claim 30 wherein the multiple
2 ~~different~~ various types are visually represented including ~~and wherein the visual~~
3 ~~representation includes~~ using a third color for a rule-based conflict and a fourth color for
4 a calendar based conflict.

1 32. (new) A method for generating a resource schedule including concurrent
2 error identification, the method comprising:
3 receiving scheduling data in a resource scheduling process, including receiving
4 data input by a user;

5 determining whether a conflict exists on the basis of the received data, including
6 determining whether a conflict is a resource specific conflict;
7 determining whether a resource specific conflict is rule based or calendar based;
8 presenting the user with the option to view additional information about a
9 conflict; and
10 presenting the user with the option to suppress a conflict, wherein suppressing a
11 conflict comprises saving information related to the conflict and generating the resource
12 schedule with the conflict unresolved.

1 33. (new) The method of claim 32, further comprising presenting the user
2 with a hyperlink to a location in a resource scheduling process at which a determined
3 conflict may be resolved by the user.